



E9-1-1

Comcast Digital Voice
E9-1-1 Call Related and Data Issues
Standard Operating Procedures and Escalations

Emergency Contacts

Immediate 9-1-1 Service Affecting Problems

Emergency Address Look Up and Call Disconnect Services

And

Emergency Call Rerouting Request by Law Enforcement

- Comcast Legal Response Center 7X24 Toll Free Emergency Number:

(800) 839-6707

Network Outage and Call Failure Reporting

- Comcast National NOC Surveillance 24x7 Number:

(800) 777-9824

- E-mail Notification:

ThirdParty_CarrierOutageNotifications@cable.comcast.com

Note: If e-mailing, please follow-up with a call, especially on outages.

Non-Emergency Contacts

Non-Emergency ALI Discrepancy Reporting, NRFs, Misroutes

- By Email: E911_support@cable.comcast.com
- By Fax: (720) 267-1026
- By Phone: (800) 961-5566

Excessive Calls, Service Affecting Maintenance, and PSAP Information Changes

Comcast National NOC Surveillance Number: (800) 777-9824

E-mail Notification:

ThirdParty_CarrierOutageNotifications@cable.comcast.com

Note: If e-mailing, please follow-up with a call, especially on outages.

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Chapter

1

1. Introduction**1.1. About this Document**

This document provides the Standard Operating Procedures for PSAPs to follow when issues arise with emergency calls received from Comcast CDV customers and for Law Enforcement requests for assistance.

1.2. Contacts/Contact Table

**Emergency Address Look Up and
Call Disconnect Services** **(800) 839-6707**

**Network Outage and
Call Failure Reporting** **(800) 777-9824**

**Network Outages Reporting and
Call Failures:** **E-mail Notification**

ThirdParty_CarrierOutageNotifications@cable.comcast.com

Note: If e-mailing a Network Outage or Call Failure, please follow-up with a call to Comcast at (800) 777-9824, especially on outages.

**Emergency Call Rerouting Request
by Law Enforcement** **(800) 839-6707**

Chapter 2

2. Reporting Technical Impairments or Data Issues

Comcast has representatives available 7x24, 365 days a year to assist PSAPs with E9-1-1 call processing issues.

2.1 E9-1-1 Call Related and Data Issues Matrix

The following matrix identifies the various issue types, issue description, process for resolution, and Comcast Contact Information to handle most E9-1-1 call related and data issues.

Immediate 9-1-1 Service Affecting Problems			
<u>Issue Type</u>	<u>Issue Description</u>	<u>Process for Resolution</u>	<u>Comcast Contact Information</u>
Caller Hang Up	Caller hangs up.	<ul style="list-style-type: none"> PSAP calls (800) 839-6707 to request an emergency ALI look up. The PSAP provides the Comcast 7X24 Legal Response Center with the requested <u>Reporting Technical Impairments or Data Issues</u> information (Section 2.2 & 2.3) The Legal Response Center provides as much information as possible to the PSAP. The PSAP faxes the <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) to the Legal Response Center. 	Comcast Legal Response Center 7X24 Toll Free Emergency Number:
Dropped calls/ disconnects	Call dropped after 9-1-1 is dialed and the PSAP is unable to retrieve or see the ALI information from the call.		(800) 839-6707 Comcast Legal Response Center fax: (720) 267-2794

Immediate 9-1-1 Service Affecting Problems (Cont.)			
Issue Type	Issue Description	Process for Resolution	Comcast Contact Information
Network Outage Call Failure Reporting	<p>Trunk outages, network equipment failure, other network related issues.</p> <p>Call dropped, one way audio, dead air, etc.</p>	<ul style="list-style-type: none"> PSAP calls (800) 777-9824 or e-mails NOC to report the network problem or call related problem. The PSAP provides the Comcast 7x24 National NOC Surveillance Center with the requested <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) The Surveillance Center researches and works to resolve the issue. The PSAP faxes the <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) to the National NOC Surveillance Center. 	<p>National NOC Surveillance Center 7X24 Toll Free Number: (800) 777-9824</p> <p>NOC e-mail: ThirdParty_CarrierOutageNotifications@cable.comcast.com</p> <p>Note: If e-mailing, please follow-up with a call, especially on outages.</p> <p>NOC Fax: (720) 267-7665</p>
Emergency Call Rerouting Request by Law Enforcement	<p>Law enforcement request to reroute a line to a designated alternative phone number.</p>	<ul style="list-style-type: none"> PSAP calls (800) 839-6707 to request reroute a line to a specific alternative phone number. The PSAP provides the Comcast 7x24 Legal Response Center with the requested <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) The Legal Response Center and Comcast 911 Operations partner to provide the requested service. The PSAP faxes a <u>subpoena</u> for the requested services and the <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) to the Legal Response Center. 	<p>Comcast Legal Response Center 7X24 Toll Free Emergency Number: (800) 839-6707</p> <p>Comcast Legal Response Center fax: (720) 267-2794</p>

Non-Emergency 9-1-1 Service Problems

<u>Issue Type</u>	<u>Issue Description</u>	<u>Process for Resolution</u>	<u>Comcast Contact Information</u>
Non-Emergency ALI Discrepancy Reporting NRFs Misroutes	<p>Incorrect ALI information displayed.</p> <p>No Record Found for 9-1-1 call/ no ALI.</p> <p>Call routed to the incorrect PSAP.</p>	<ul style="list-style-type: none"> PSAP e-mails, faxes the information, or calls (800) 961-5566 to report the problem to Comcast The PSAP provides Comcast 911 Operations with the requested <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) 911 Operations works to resolve the incorrect ALI, NRF or misroute issue. If a call is made, the PSAP faxes the <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) to 911 Data Operations. If a call is made during non-operations hours (11:30pm Mountain to 5:30am Mountain), the call is routed to a group voice mailbox. Comcast will call the PSAP back by 9am Mountain the next business day to confirm receipt. <p><u>Comcast Escalation Procedure</u></p> <ol style="list-style-type: none"> If confirmation to the PSAP is not received from Comcast within one hour of 9am the following business day, Contact Eric Schmidlein, Senior Manager, at (720) 267-1474; Contact Stephen Browne, 911 Operations Director, at (720) 267-1536, if no response from the Senior Manager within one hour of the call; Contact Mike Dwyer, Senior Director, at (720) 267-1718, if no response from the Director within one hour of the call. 	<p>Comcast 911 Operations Email: E911_Support@cable.comcast.com</p> <p>Comcast 911 Operations Fax: (720) 267-1026</p> <p>Comcast 911 Data Operations Number: (800) 961-5566</p>

Non-Emergency 9-1-1 Service Problems (Cont.)

<u>Issue Type</u>	<u>Issue Description</u>	<u>Process for Resolution</u>	<u>Comcast Contact Information</u>
Excessive Calls	Auto-dial issues, customer repeatedly dialing 9-1-1.	<ul style="list-style-type: none"> PSAP calls (800) 777-9824 or e-mails NOC to report the network problem or call related problem. 	National NOC Surveillance Center 7X24 Toll Free Number: (800) 777-9824
Service Affecting Maintenance	Any planned or unplanned service affecting maintenance.	<ul style="list-style-type: none"> The PSAP provides the Comcast 24X7 National NOC Surveillance Center with the requested <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) The Surveillance Center researches and works to resolve the issue or records new information. 	NOC e-mail: ThirdParty_CarrierOutageNotifications@cale.comcast.com
PSAP Information Changes	PSAP needs to provide Comcast with new information or information changes (e.g. new ten-digit tertiary routing, different selective router, Stand Alone ALI, etc.	<ul style="list-style-type: none"> The PSAP faxes the <u>Reporting Technical Impairments or Data Issues Information</u> (Section 2.2 & 2.3) to the National NOC Surveillance Center. 	Note: If e-mailing, please follow-up with a call. NOC e-mail: (720) 267-7665

2.2 Required Information When Reporting Technical Impairments or Data Issues

- Name of PSAP.
- Street Address of PSAP.
- PSAP telephone number.
- PSAP email address.
- Name of contact person at PSAP.
- Email address of PSAP contact person.
- Phone number of PSAP contact person.
- Description of impairment, issue, or question.
- Date and time of call in question, if applicable.
- CDV caller's call back telephone number.
- MSAG address displayed.
- Correct MSAG address.
- On misroutes, does the PSAG dispatch to the address in question?
- Screenshots of any information if available.

Omission of any of the above data may result in the inability of Comcast to effectively and efficiently research and resolve the issue at hand.

Please use the [Reporting Technical Impairments or Data Issues Form](#) on the following page (Section 2.3) when faxing follow up information to Comcast.

2.3 Reporting Technical Impairments or Data Issues

Reporting Technical Impairments or Data Issues Form		
PSAP Name:		
PSAP Address:		
PSAP Phone Number:	PSAP E-mail Address :	
PSAP Contact Person:		
Contact Phone Number	Contact E-mail Address:	
Description of problem, issue or question:		
Date and Time of Call, If Applicable	Date:	Time:
Comcast Customer Call Back Phone Number:		
MSAG Address Displayed:		
Correct MSAG Address:		
If a Misroute, Does PSAP Dispatch to the Address in Question?	YES	No
Other Information:		

2.4 What to Expect From Comcast

- Comcast will capture and track each reported technical impairment or data issue.
- Each reported issue will result in the creation of trouble ticket.

Note: Please record and retain the ticket number and reference it on any related subsequent communication with Comcast regarding this reported issue.

- Comcast will call the PSAP back to confirm receipt by 9:00 AM MST the next business day.
- Comcast will respond to non-emergency 9-1-1 issue escalations.

When escalating 9-1-1 issues, please adhere to the Comcast escalation procedure as outlined below:

<u>Escalation Level</u>	<u>Contact</u>	<u>Title</u>	<u>Contact Number</u>	<u>Escalation Timeframe</u>
1 st	Eric Schmidtlein	Senior Manager	(720) 267-1474	No follow up from Comcast one hour after 9:00 AM MST the following business day
2 nd	Steve Browne	911 Ops. Director	(720) 267-1536	No response within one hour of call to the Sr. Manager
3 rd	Mike Dwyer	Senior Director	(720) 267-1718	No response within one hour of call to the Ops. Director

Chapter **3**

3. General Non-Emergency Question/Contact Matrix

<u>Issue</u>	<u>Comcast Contact Information</u>
Master Street Address Guide (MSAG)	E911_Support@cable.comcast.com
Technical	NNOC_ServiceDesk_EdgeService_E911_Services_@cable.comcast.com
Operations	E911_Support@cable.comcast.com
Policy	Stephen_Browne@cable.comcast.com